

**CALNET II
RFI
Vendor Questions Log**

DATE	QUESTION #	Q/A	RFI CLARIFICATION QUESTION AND ANSWER
3/15/04			
	1	Q	By what date should we submit a notification to DGS of our intent to respond to the RFI?
		A	So that we may adequately prepare, the State appreciates a notification of your intent to respond to the RFI as soon as possible. You may however, still submit a response to the RFI by April 26, 2003, even if DGS does not receive notice of an intent to respond.
3/22/04			
	2	Q	The RFI makes it clear that Sections 4 and 5 are to be used as the format for responding. However those sections are very "network-centric", and do not lend themselves to vendors that would provide premise based solutions. In as much as this is an RFI and the State's goal is to solicit a broad range of input from the vendor community, would DGS allow vendors to submit more of a white paper response to the RFI?
		A	Yes, a white paper response is acceptable. The white paper must clearly and specifically identify and reference the associated RFI question(s) it addresses. These references should appear as footnotes throughout the paper to help ensure a clear understanding of the issue(s) as they relate to the specific RFI question(s). This will help the State properly address, organize and compile the responses. The paper should also address how CALNET customers would transition to services that are provided as an alternate solution, at no cost to them or to the State.
	3	Q	There are frequent references to the "State expects..." in Section 4. Are these absolute requirements or is the State just describing potential desired services, processes, or operations?
		A	The use of the word "expects" does not denote absolute requirements. However, it does mean that the State expects the delivery of equivalent or improved services to replace what CALNET customers currently have in place. The State does not want to rule out other service solutions.

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3/24/04			
	4	Q	Are our questions answered and displayed anonymously?
		A	All questions will be answered and displayed anonymously.
	5	Q	Regarding section 4.3.1.5 "Advanced Intelligent Network Services", is the State expecting that equipment used to support proposed telecommunication services comply with Telcordia FR 15 requirements? Or, is the State expecting End-User Network Services typically based on Advanced Intelligent Network (AIN) technology to be provided? The FR 15 family of requirements specifies equipment interface protocols, internal functionality, and interoperability of various network elements, but do not specify end-user services. Examples of services that could be based on AIN technology are: 211/511 - Abbreviated Dialing Service Non-Emergency 311 Calling Service - NEC 711 - Telephone Relay Service Access – TRA
		A	The State is requesting that RFI responses identify an AIN solution at the switch level that complies with the FR-15 requirements. The solution should allow service providers to rapidly deploy customized options for the end users. Although the State welcomes solutions that address 211, 311, 511 and 711, the State does not expect solutions for specific end user services for the purpose of this RFI.
4/1/04			
	6	Q	In the RFI it states in "2.3.1 No expectation of Confidentiality: There should be no expectation of confidentiality for any materials provided to the State in response to this RFI." When we submit information, is it available to anyone during the RFI or does it remain "working documents" and protected until after the RFP is awarded?
		A	There should be no expectation of confidentiality after the notice of intent to award is posted for any materials provided to the State in response to this RFI.

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	7	Q	Section 3.2.1.3 Long Distance Access Question: Does a bidder need to provide the actual long distance service or is it sufficient to provide access to one or more LD providers dialing plans.
		A	The State seeks your response. The purpose of the RFI is to solicit information from the industry in order to analyze available options.
	8	Q	Section 3.2.1.5 Advanced Intelligent Network Services Question: Is this an attempt to simulate centrex features such as dialing plans or calling features, if so which ones?
		A	No, the intent is to offer the flexibility allowed by AIN technology.
	9	Q	Section 3.2.1.10 Network Call Redirect Question: Can additional details that would warrant these conditions be provided, is this centrex specific? Also, are there triggers for Automated versus manual?
		A	Details for Network Call Redirect are not available for purposes of the RFI. Network Call Redirect is not Centrex specific and there are no manual conditions known to warrant Network Call Redirect.
	10	Q	Section 3.2.1.13 Question: Is ASAP a reservationless reference
		A	Yes
	11	Q	Section 3.2.3.3 Synchronous Optical Network Ring and Access Services Question: Who is currently supplying the Sonet Rings? Are they dedicated or leased? Is there a detailed Ring Topology that will be provided?
		A	As available, this information will be provided in the future RFP.
	12	Q	Section 3.2.3.5 Primary Rate ISDN Question: Does this mean a connection from a CO switch to a private switch? Or a private switch to a private switch? Or both?
		A	Both

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	13	Q	Section 3.2.3.7 Virtual Point of Presence - Dial Access Service Question: Is it possible to get a list of applications that utilize this type of service?
		A	As available, this information will be provided in the future RFP.
	14	Q	Section 4.10.3.2, "Private Line Services", says that the State expects a minimum 99.9998% availability. Does this expectation apply to any private line service offered, or as an option? Please describe the expectations for how this availability is measured, for example, end-user to end-user, or network-node to network-node.
		A	The use of the word "expects" does not denote absolute requirements. However, it does mean that the State expects the delivery of equivalent or improved services to replace what CALNET customers currently have in place. Availability is measured end user to end user.
	15	Q	Section 5.2.3.1, item number 6, please clarify. Does this say that DGS/TD presently requires that any private line service be capable of "fast restoration".
		A	Refer to www.calnetinfo.com for current contract information.
	16	Q	Since this submittal is requested as an electronic submittal, do you have any file size limitations for email?
		A	There are no size limitations for email and zip files are acceptable. If your company has difficulty sending large files, a CD is acceptable but must meet the required due date and time.
	17	Q	For additional information (product specification, capabilities etc.) are web links acceptable?
		A	No, please use the format described in section 6.

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	18	Q	Some of the language causes some confusion. For example, 5.2.2.4, asks about line side services, but then uses examples like ACD, IVR, and Voice Mail that can be viewed as CPE solutions. Can you please clarify?
		A	These are simply a description of some of the State's current services under the existing contract. The purpose of the RFI is to solicit information from the industry in order to analyze available options.
	19	Q	Re: Invoicing 5.7, please clarify the intent of integrated. What are you asking to be integrated?
		A	Integrated billing provides customers with one invoice when a third party vendor is involved, and/or helps ensure all charges for a service are incorporated onto one invoice.
	20	Q	The submittal deadline is Close of Business April 26?
		A	Submittal deadline is 5:00 P.M. P.D.T., April 26 th 2004
	21	Q	What is meant by "Automatic internal bill-back" (Sec3, pg 36 and Sec 4, pg 31)?
		A	Refer to www.calnetinfo.com Rider B –Line Side Service/Account Code.
	22	Q	Proposed relational database programs - need more detail on what you are looking for and how it would be used (Sec 4, pg 27).
		A	As available, this information will be provided in the future RFP.
	23	Q	Monthly Customer Profiles - what are you looking to include in these Customer Profiles (Sec 4, pg 29)?
		A	Refer to the RFI section 4.6, bullet number 6 for a list of minimum requirements.
	24	Q	Under Information Access - what specifically is the State looking for and how will it be used? What is meant by "historical and near real time"? (Sec 4, pg 30)
		A	As available, this information will be provided in the future RFP.

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	25	Q	Under Invoicing Services - what is meant by itemized charges, for example today we would say 10 1MB Business Access lines, lumping like items together?
		A	No lumping like items together. Using your example of invoicing 10 1MB lines, the vendor will itemize each line and identify the phone numbers and charges.
	26	Q	What is meant by "meaningful description of services" (Sec 4, pg 30 and 31)?
		A	Each debit or credit should have a clear itemized description allowing the State to easily reconcile monthly invoices. No vague descriptions or lumping charges into a miscellaneous category.
	27	Q	What is meant by "Explanation of all codes and line items" (sec 4,pg 31)?
		A	The State would like definitions of any codes used in the vendors billing system to appear on the monthly invoices.
	28	Q	Invoice Management tool (Sec 4, pg 33) What type of tool is being requested? What information is sought? How will the information be used?
		A	The State is seeking access to all customer monthly invoices for the purpose of auditing and oversight from our current location. This issue will be addressed in the future RFP. The State will explore options and alternatives identified by various providers
	29	Q	AUDIO CONFERENCING: Do you have any usage or number of minutes per month information?
		A	As available, this information will be provided in the future RFP.
	30	Q	AUDIO CONFERENCING: Do you use reservation-less and/or operator assisted conferencing?
		A	Yes

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	31	Q	AUDIO CONFERENCING: Do you have estimations of the percentage of each service used?
		A	As available, this information will be provided in the future RFP.
	32	Q	AUDIO CONFERENCING: Are users concentrated all in California, or are there users in other states or internationally?
		A	Predominantly in California. Refer to www.calnetinfo.com for current contract information.
	33	Q	AUDIO CONFERENCING: Do you need to record conferences, and archive for later playback?
		A	This issue will be addressed in the future RFP. The State will explore options and alternatives identified by various providers
	34	Q	AUDIO CONFERENCING: Do users need to enter an account code PER Conference so that conference can be charged back to a project? (i.e. an attorney may need to enter a case matter number to identify the conference charges apply to a certain case
		A	This issue will be addressed in the future RFP. The State will explore options and alternatives identified by various providers.
	35	Q	AUDIO CONFERENCING Are there specific billing formats needed?
		A	This issue will be addressed in the future RFP. The State will explore options and alternatives identified by various providers.
	36	Q	AUDIO CONFERENCING Are there specific reporting formats needed?
		A	This issue will be addressed in the future RFP. The State will explore options and alternatives identified by various providers.
	37	Q	AUDIO CONFERENCING Do users use any type of web conferencing, data collaboration or sharing of documents or presentations?
		A	Yes, all types

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	38	Q	AUDIO CONFERENCING Is there any monthly usage information for data web conferencing?
		A	As available, this information will be provided in the future RFP
	39	Q	VIDEO CONFERENCING: Do you have any usage information or number of minutes or hours per month information?
		A	As available, this information will be provided in the future RFP.
	40	Q	VIDEO CONFERENCING: Number of Video units?
		A	As available, this information will be provided in the future RFP.
	41	Q	VIDEO CONFERENCING: Locations
		A	As available, this information will be provided in the future RFP
	42	Q	VIDEO CONFERENCING: Type of equipment
		A	All Types.
	43	Q	VIDEO CONFERENCING: Do you do point to point and or multipoint calls
		A	Both point to point and multipoint calls
	44	Q	VIDEO CONFERENCING: Are they primarily domestic or are international sites sometimes involved
		A	Primarily domestic but international sites may be involved.
	45	Q	VIDEO CONFERENCING: Do you operate in an ISDN environment?
		A	Yes
	46	Q	VIDEO CONFERENCING: If yes, are you looking to transition to video over IP?
		A	The State seeks your response. The purpose of the RFI is to solicit information from the industry in order to analyze available options.

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	47	Q	VIDEO CONFERENCING: Do you have some IP to IP connections now?
		A	Yes
	48	Q	VIDEO CONFERENCING: Specific reporting or billing formats needed?
		A	The State will explore options and alternatives identified by various providers.
	49	Q	A portion of the response to a question from 3/22 states: “The paper should also address how CALNET customers would transition to services that are provided as an alternate solution, at no cost to them or to the State.” Please clarify "at no cost". If a service is provided to the State there will obviously be a corresponding cost. Does this mean that there should be no cost to the act of transitioning from one service to another?
		A	Correct, there should be no cost to the State or end user for transitioning services that are currently in place including customer premise equipment.
4/5/04			
	50	Q	5.1.4: Currently, contractor owns the DMS-100s, State owns the outside plant, and the State is the “lessee” of the facilities (buildings / office space)...is this the correct interpretation of the existing environment described in this section?
		A	Yes
	51	Q	5.2.1.14 (VoIP): Please elaborate on “technologies”. Call signaling (e.g. SIP, H.323), network transport protocols (e.g. Frame Relay, etc). Or is the expectation a broad response on anything related to VoIP as it pertains to the State?
		A	Yes

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	52	Q	General: many of these sections may be best answered in a “consolidated” answer. That is - instead of answering item 1, and then item 2, and then item 3, etc, a single paragraph that provides a unified response might be more understandable. Will this be acceptable?
		A	Yes, but reference which sections are included in the response.
	53	Q	Will the state be including management of customer premise equipment, such as routers, LAN switches, firewalls, intrusion detection probes, PBXs, key systems, servers, desktop computers and video conference units in the RFP?
		A	The State seeks your response. The purpose of the RFI is to solicit information from the industry in order to analyze available options.
	54	Q	Will the RFP cover all elements of the State’s IT infrastructure with a phased implementation plan? Or will the vendors have to bid on each element of the IT infrastructure? What will be the term of the agreement?
		A	The State seeks your response. The purpose of the RFI is to solicit information from the industry in order to analyze available options.
	55	Q	Will the State consider a tiered service that will include a range of service level objectives for specific agencies, functions and applications? For example, will public safety organizations require 24x7 services and administrative offices require only 8x5 local time service levels?
			The State seeks your response. The purpose of the RFI is to solicit information from the industry in order to analyze available options.
	56	Q	Which agencies will require command and control type communication services to support disaster and or terror response type networks?
		A	As available, this information will be provided in the future RFP.
	57	Q	Will the State consider a single vendor as prime contractor for all services?
		A	The State seeks your response. The purpose of the RFI is to solicit information from the industry in order to analyze available options.

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	58	Q	5.2.1.14. Voice Over Internet Protocol How does the State view VoIP technology: a. As a way to reduce expenses for toll calls? b. As a catalyst for converged networks? c. As a technology that would enable value-add features and functionalities like unified messaging, IP Centrex services, IP Contact centers, etc?
		A	The State seeks your response. The purpose of the RFI is to solicit information from the industry in order to analyze available options.
	59	Q	5.2.1.15 Privacy In context of voice privacy, is the State referring to the privacy of VoIP or TDM-based voice communications?
		A	This question was specific to TDM but the purpose of the RFI is to solicit information from the industry in order to analyze available options. If VoIP is identified as a technology, privacy would need to be addressed.
	60	Q	5.6 Training Will the State desire the service provider to be the central coordinator of all training services including those related to the services provided and also those required for general data and telecommunications proficiency?
		A	The State seeks your response. The purpose of the RFI is to solicit information from the industry in order to analyze available options.
	61	Q	5.2.4.2 DGS Sacramento Fiber Loop Facilities Will the State want to continue to maintain the State-owned fiber for the provider services that use these facilities? How does the State manage this situation now, particularly with respect to the expected SLAs?
		A	This issue will be addressed in the future RFP. The State seeks your response. The purpose of the RFI is to solicit information from the industry in order to analyze available options.

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	62	Q	Will we be able to view who has replied to the RFI? Or who has been invited to the RFP?
		A	Respondents to the RFI and RFP will be held in confidence throughout the competitive bid process until a Notice of Intent to Award is released. All qualified telecommunications service providers are invited and allowed to participate in the RFP competitive bid process.
	63	Q	Is the state considering an auction style format, or open hunting model for basic telecommunication services? If so, what services would you consider for this format?
		A	The State seeks your response. The purpose of the RFI is to solicit information from the industry in order to analyze available options.
	64	Q	Is that state looking to administer a centralized, consolidated platform for voice and data services? Or a decentralized, choice based, distributed model?
		A	The State seeks your response. The purpose of the RFI is to solicit information from the industry in order to analyze available options.
	65	Q	Has the state deployed VoIP implementations today?
		A	Not under the current CALNET contract. However, there may be existing VoIP systems obtained by other means.
	66	Q	Instead of releasing the RFP in December 2004, would it not be beneficial to move the release-of-the-RFP schedule forward to July 2004, thus allowing a non-incumbent vendor to have a more traditional industry time interval for implementation?
		A	No. The State has developed a schedule for release of the RFP and transition to new services based on various factors.
	67	Q	What is the definition of "cell relay" network in 4.3.3.7?
		A	Cell relay-a form of packet switching using fixed length packets resulting in lower processing and higher speeds. Cell relay is a generic term for a protocol based on small fixed packet sizes capable of supporting voice, data and video at very high speeds (ATM/SMDS).

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	68	Q	Assuming that a response could exceed some e-mail size limits, will the Department of General Services accept an e-mail submission of the RFI Cover Letter and a copy of RFI Section 4 & 5 on CD?
		A	There are no size limitations for email and zip files are acceptable. If your company has difficulty sending large files, a CD is acceptable but must meet the required due date and time.
	69	Q	If a CD is not acceptable, what is the maximum size limit of an e-mail the Department of General Services e-mail system will accept?
		A	There are no size limitations for email and zip files are acceptable. If your company has difficulty sending large files, a CD is acceptable but must meet the required due date and time.